

INVESTIGATION - IDENTIFYING AN APPROPRIATE REFERRAL

INTRODUCTION: An investigation referral must contain enough information for the investigator to conduct the investigation. An appropriate referral must include the following information.

- 1. Identify the discrepancy in the customer's case.**
- 2. Request verification from the customer to resolve the discrepancy.**
 - You must attempt to resolve the discrepancy before submitting an investigation referral.
 - For example, an eFIND search results in additional vehicles not previously reported. You must contact the customer to request verification of ownership and attempt to resolve the discrepancy before submitting an investigation referral.
- 3. Determine the appropriateness of the investigation referral.**
 - The referral must be based upon a policy requirement.
 - The referral must be made to gather specific information needed to take case action.
 - It is not appropriate to submit an investigation referral based upon a personal bias against the customer.
 - The following are examples of appropriate investigation referrals.
 - Questionable household composition
 - Household's expenses exceed income
 - Vague verification of rent, utilities, or other expenses
 - No income for the last three months or self-employment concerns
 - Making monthly payments without sufficient reported income
 - High issuance of benefits with continued low income and resources
 - Questions concerning multiple assets
 - Substantial reduction in reported income after inquiry or denial
 - Failure to apply for benefits immediately after need arose
 - Contradictory or altered statements concerning case information
 - History of non reporting or under reporting
 - Reluctance to report non-custodial parent's information
- 4. Identify the programs involved.**
 - You must determine which programs are affected by the questionable information.

Example: *Does the unreported male in the household affect only the financial case or does it also affect the food stamp case?*
 - You must determine how the questionable information affects each program.

Example: *Does the unreported male's income need to be added to the case?*
- 5. Identify the time frames.**
 - You must identify the allegation date.

Example: *If the worker identified the questionable information concerning the customer's case on July 1, 2003, that day is the allegation date.*
- 6. Submit the investigation referral into the Recipient Claims database.**

- See the procedure for [Investigation Referral - Submitting](#).

7. Narrate action in CAAL.

- Narrative headline must be * Investigation Referral *.
- Narrative must include the following information.
 - Allegation date
 - Recipient Claims Database Tracking Number
 - Investigator assigned

8. Set UN person and program PRAP Alert.